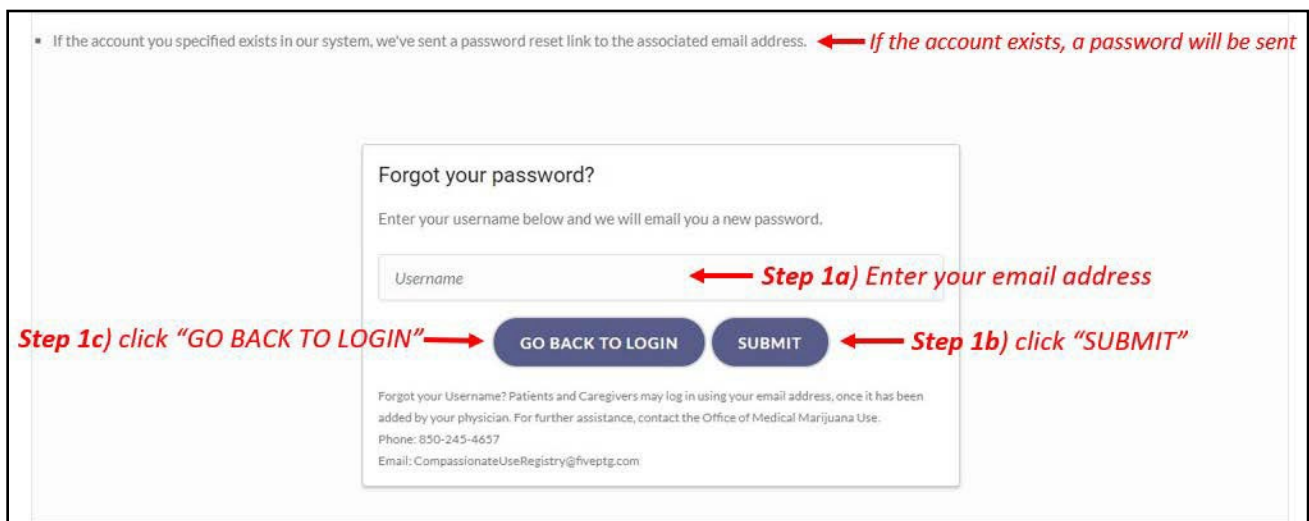


## Understanding the Registry Patient and Caregiver Password Reset Login Instructions

**Step 1:** You can request to reset your password by going to the Registry at:

<https://mmuregistry.flhealth.gov/Public/ForgotPassword>.

- a) Enter your Username (Your username is your email address).
- b) Click "Submit." A message will state that, if the account exists, a link has been sent to the email address.
- c) Click "Go Back to Login."



• If the account you specified exists in our system, we've sent a password reset link to the associated email address. ← *If the account exists, a password will be sent*

Forgot your password?  
Enter your username below and we will email you a new password.

Username  ← *Step 1a) Enter your email address*

GO BACK TO LOGIN SUBMIT ← *Step 1b) click "SUBMIT"*

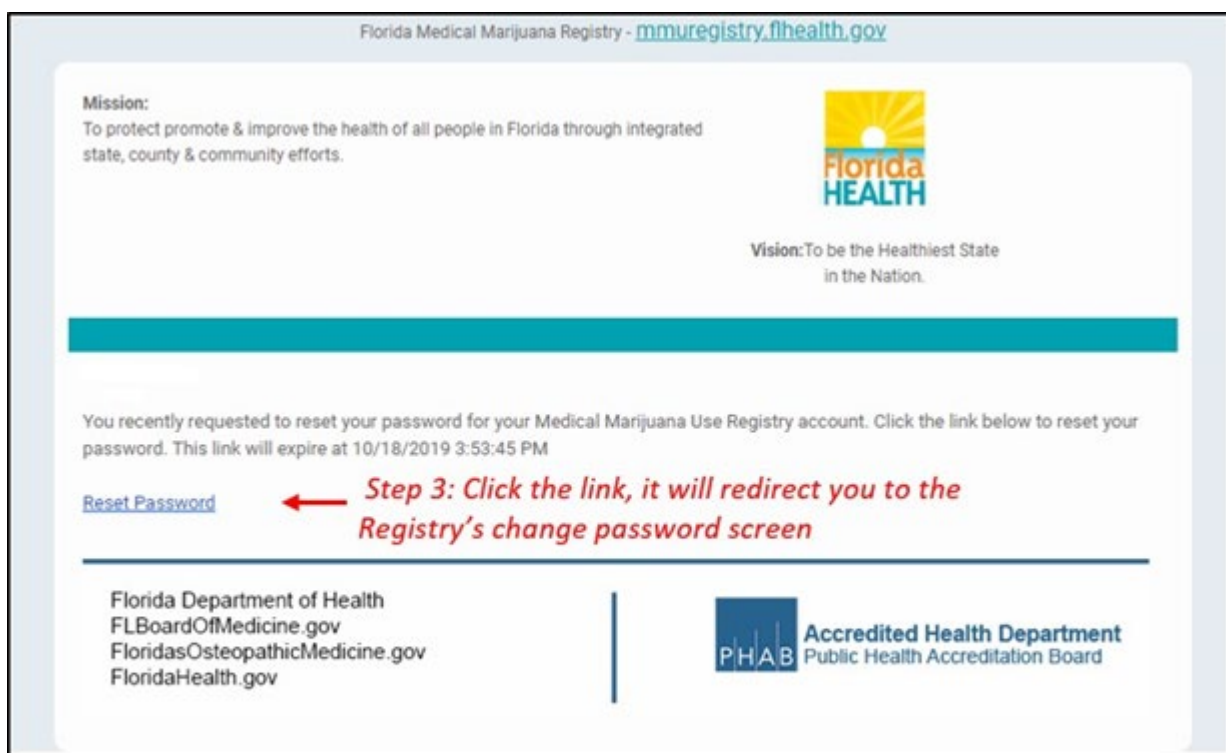
← *Step 1c) click "GO BACK TO LOGIN"*

Forgot your Username? Patients and Caregivers may log in using your email address, once it has been added by your physician. For further assistance, contact the Office of Medical Marijuana Use.  
Phone: 850-245-4657  
Email: CompassionateUseRegistry@fveptg.com

**Step 2:** Go to your email account and locate the email with "Password Reset" as the subject line. Utilize the most recent "Password Reset" email. The temporary link is only valid for one login attempt and must be used within 24 hours.

\*If you do not find the "Password Reset" email, [click here](#) for additional information.

**Step 3:** Click on the "Reset Password" link in the email. This link will take you to the "Change Password" screen.



Florida Medical Marijuana Registry - [mmuregistry.flhealth.gov](https://mmuregistry.flhealth.gov)

Mission:  
To protect promote & improve the health of all people in Florida through integrated state, county & community efforts.



Vision: To be the Healthiest State in the Nation.

You recently requested to reset your password for your Medical Marijuana Use Registry account. Click the link below to reset your password. This link will expire at 10/18/2019 3:53:45 PM

[Reset Password](#) ← *Step 3: Click the link, it will redirect you to the Registry's change password screen*

Florida Department of Health  
FLBoardOfMedicine.gov  
FloridasOsteopathicMedicine.gov  
FloridaHealth.gov

PHAB Accredited Health Department  
Public Health Accreditation Board

**Step 4:** Create your new password. You need to add a password to your Registry account that is unique to you. It must be at least 12 characters long and include each of the following:

- Lowercase letters (a-z)
- Uppercase letters (A-Z)
- Numbers (0-9)
- Special characters (!"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~)

*\*You can click "Show Password" for help.*

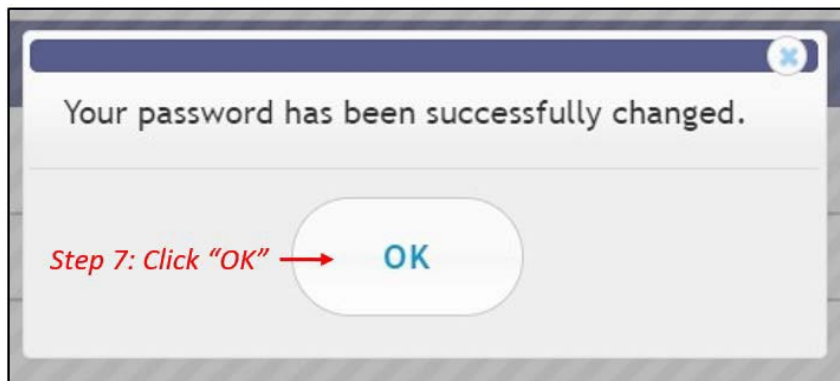
**Step 5:** Confirm your new password.

The screenshot shows a 'Change Password' form with the following elements and annotations:

- New Password:** A text input field with a red arrow pointing to it and the text "Step 4: Type your new password".
- SHOW PASSWORD:** A button with a blue arrow pointing to it and the text "Click to view hidden password".
- Confirm New Password:** A text input field with a red arrow pointing to it and the text "Step 5: Confirm your new password".
- SUBMIT:** A button with a red arrow pointing to it and the text "Step 6: Click submit".
- Requirements:** A list of password requirements with a blue bracket on the left and the text "Will change to green as each criterion is met." pointing to the list:
  - Contains a lowercase letter
  - Contains an uppercase letter
  - Contains a number
  - Contains a special character
  - Contains at least 12 characters
  - Contains no spaces

**Step 6:** Click "Submit."

**Step 7:** A message box will pop up stating, "Your password has been successfully changed." Click "Ok."



**Step 8:** You will be taken back to the home page where you must log in using the new password you created in Step 4.